

Camden Accessibility Pledge: Guidance

In partnership with Attitude is Everything

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Introduction

This Camden Accessibility Pledge has been created in partnership with [Attitude is Everything](#) and drawn from best practice accessibility standards in the [Live Events Access Charter](#). It has been tailored for Camden premises licensed under the Licensing Act 2003.

The Pledge is intended as an introduction to disability access for a wide range of Camden licensed premises. These can include pubs, bars, restaurants, cafés, community venues, live music venues and multi-use spaces. These premises can also:

- Operate from smaller, older or constrained buildings where physical changes may need to be phased over time.
- Host entertainment, dining or community activity and want to improve the information and adjustments they provide for disabled customers and participants.

By adopting the Camden Accessibility Pledge, premises commit to:

- Being open about the access information they provide
- Taking action to reduce barriers for disabled customers, artists, performers, staff, volunteers and other visitors.

Celebrating your Access Achievements

Premises that adopt the Camden Accessibility Pledge may be recognised by the Council through its communications and promotional activity.

For those that already have strong accessibility arrangements in place the Camden Accessibility Pledge can be used to evidence, communicate and build on that good practice.

For live event spaces wanting to continue their accessibility journey, receive recognition and accreditation, then the [Attitude is Everything Live Events Access Charter](#) is a valuable next step.

How to use this guidance

Improving accessibility takes time. You do not need to do everything at once. Start by understanding what you already do well, then choose practical changes that will

make the biggest difference for disabled customers, staff, artists, performers, volunteers and visitors.

Use the Camden Accessibility Pledge in four simple steps:

1. **Check where you are now:** Use the [checklist](#) to self-assess the access support and information you already provide.
2. **Choose what to improve next:** Focus on changes that are realistic for your premises and will help disabled people the most.
3. **Use the guidance to take action:** Work through the relevant sections, make changes, and keep customers informed about what is available and any limits that remain.
4. **Assessment and Recognition:** Complete the Accessibility checklist and Access Policy and submit them to licensing@camden.gov.uk together with any supporting documents. Successful applicants will be recognised under the Camden Accessibility Pledge.

More information about the Camden Accessibility Pledge

Find out more and sign up to the [Camden Accessibility Pledge](#).

About Attitude is Everything

The Camden Accessibility Pledge has been created in partnership with [Attitude is Everything](#), who produce the [Live Events Access Charter](#) for improving Deaf, disabled and neurodivergent people's access to live music.

Since 2000, we have provided solution-focused [training](#), [consultancy](#) and [practical advice](#). We work with organisations to identify achievable changes that make a positive difference to the experiences of Deaf, disabled and neurodivergent people.

Section 1: Impact

Staff Training

A well-informed and confident team is one of the most important foundations of accessible practice. Training ensures that staff have a basic awareness of disability access and know how to respond helpfully and respectfully to access enquiries. It reduces complaints and improves confidence.

At least one member of the management or supervisory team should complete accessibility-focused training and share that learning with the wider team.

Training should:

- Cover the Equality Act 2010 and the importance of reasonable adjustments.
- Introduce the Social Model of Disability and encourage a respectful, practical approach to access.
- Include matters relevant to the premises, such as customer service, access information, and hosting live events or performances where applicable.
- Avoid impairment simulations, which can reinforce stereotypes rather than build understanding.
- Be relevant to the size and nature of the premises and give staff enough confidence to respond confidently to common access issues.

Following the training, share the learning across the team so that accessibility is embedded into everyday practice. You can do this by:

- Add any learning to staff briefings (refer to Section 3: Staff Briefings and Shift Handovers)
- Share any handouts or slides with your team
- Update staff handbooks, policies and procedures
- Review your online customer-facing information

You can find out more about training opportunities with Attitude is Everything: [Attitude is Everything Training Offer](#)

Access as a Team

Clear roles and responsibilities help accessibility remain part of everyday operations, rather than an afterthought. In smaller premises, this may sit with the Designated Premises Supervisor, manager or another nominated member of staff.

Access Policy

An Access Policy gives your team a useful document that sets out the access support you provide and explains how customers can make enquiries.

A strong Access Policy includes:

- A statement on the premises' commitment to accessibility.
- How you communicate with audiences, customers or visitors.
- Venue accessibility (i.e. entrance, toilets, service points).
- Workforce and disability awareness.

For a thorough Access Policy template, you can use [Attitude is Everything's Access Policy Template](#)

Identifying an Access Lead

Identify at least one person or role with responsibility for access enquiries and day-to-day oversight of accessibility matters. This can sit within an existing role or can be a designated access role.

Key responsibilities for an Access Lead may include:

- Policy development and renewal
- Training and developing awareness across teams
- Coordination of responsibilities between colleagues
- Communicate with disabled artists, professionals and visitors
- Facilitating reasonable adjustments for visitors, artists and professionals
- Enabling an inclusive environment
 - Building practices for inclusion across the whole organisation to include:
 - Physical accessibility: level access, wide entrances, accessible viewing, ramps and toilets.
 - Sensory accessibility: Sign Language Interpreters, Audio Describers, Captioning.
 - Neurodiversity considerations: Respite spaces, ear plugs, relaxed performances, signage and communications.
 - Digital accessibility: websites, apps, social media, and alternative formats.
- Feedback and evaluation of accessibility
- Using the Camden Accessibility Pledge to review, communicate and improve accessibility over time.

On your website, provide the email address of your access lead for access enquiries, so that customers know how to get in touch.

The Access Lead will ensure that inclusive practice and accessibility measures are considered in the day-to-day management. They can do this through ensuring

accessibility is part of briefings, team discussions and supporting colleagues through additional training.

Section 2: Customer Information and Communication

Language and Terminology

The words we use shape how people feel. It is essential that we use communication that is inclusive, to avoid the risk of patronising, offending or excluding colleagues or visitors.

To communicate respectfully and professionally:

- Use inclusive, respectful language that reflects people's identities
- Avoid outdated, discriminatory or patronising terms (e.g.: 'suffers from')
- Only mention someone's impairment if it is relevant in context
- Use positive and empowering language around disability
- For online content, use Social Model language:
 - Disabled people
 - Accessible toilets/ provisions
- In conversations, reflect the terms people use to describe themselves

By choosing language carefully, you:

- Demonstrate respect for individuals
- Avoid accidentally excluding or offending someone
- Promote equality and belonging
- Reinforce your organisation's professionalism and values

For specific guidance on common terms that you might use, refer to Attitude is Everything's [Thinking about the language of disability - Attitude is Everything](#).

Utilise this guidance to check your customer-facing communication and ensure it is written in clear, respectful and inclusive language. Every form of communication counts - from websites, marketing and printed materials to emails, phone calls and face-to-face conversations.

Access Information

42% of disabled people said they would avoid a venue altogether if they couldn't find accessibility information (Euan's Guide's 2025 Access Survey).

Information about your access provision should be found quickly and easily on your website, ideally within 3-clicks. There should be detailed information that is clear, concise and thorough.

For **venues**, the accessibility page should follow Attitude is Everything's [Access Starts Online](#).

For **non-live events venues or premises** that do not have a designated website, you should follow [Attitude is Everything's Venue Access Information Guide](#)

Key points to include are:

- Directions to the premises and accessible transport options
- Premises building accessibility
 - Entrance
 - Toilet
 - Service points
- Key policy details
- Access Lead's contact information (e.g. email, phone number) and expected reply time

It is important that you provide honest and accurate information about how people can move around your premises. For spaces without full step-free access, it is vital that this is clearly communicated on your access page. As examples:

- A venue with multiple steps at the entrance should share the height of the step and if there is or isn't a handrail. A photo can be useful.
- A venue without an accessible toilet can share the size of their standard toilets and recommend a nearby accessible toilet.
- A venue that has a portable ramp for the entrance should share how to communicate with staff to use the ramp.

Responding to enquiries

Positive, well-informed responses to access enquiries via email, social media and other communication channels support your visitors to feel confident and prepared to attend. Provide all staff dealing with queries key information about how to respond, this can include sharing with them:

- Attitude is Everything's [Thinking about the language of disability](#)
- Your Access Policy
- A link to your accessibility information

Encourage staff to keep track of any enquiries that are more challenging so that you can improve and update your policy and webpage to reduce future enquiries.

Support customers with transport and travel

Clear information about travel to and from the premises supports disabled customers to plan their journey more easily. Providing specific information on accessible options including parking, drop-off points and public transport can help customers plan their visit with confidence.

- If accessible parking is available, offer attendees the option to book a space via an access request form or access contact email.
- If accessible parking is not available, provide information about the closest accessible parking bays including distance, location, cost and times of operation.
- Identify and communicate a practical drop-off point for customers arriving by car or taxi.
- Research accessible local transport options and include this information on the website, including distance to accessible entrance in metres.

Digital versions of printed materials

Provide electronic versions of printed materials that can be accessed with screen readers and other assistive technologies.

Examples of printed materials can include:

- Menu
- Event listings
- Employee handbooks
- Marketing posters and promotional materials

Simply paste the copy from the printed material onto your website, MS Word or an accessible PDF. Ensure that the content can be used by text-to-speech software to enable blind and visually impaired people to access the content.

Use accessible formatting to make documents easier to read for someone with vision, cognitive, or physical impairments. Key points to use are:

- Size 14 font
- Sans-serif typeface (such as Arial)
- No italics, underlining or lots of capital letters
- Good colour contrast between the background and the text

For full guidance, it is recommended to read the UK Association of Accessible Formats Guidance, which is available with a video, word doc and PDF formats:

[Standards - UK Association for Accessible formats \(ukaaf.org\)](https://www.ukaaf.org/standards)

Premises without a website

If you **do not have a website**, provide access information via your social media bio, or from wherever customers can find information about your organisation (i.e. Google Maps listing). Provide all the information that is recommended in Attitude is Everything's [Access Starts Online](#) template.

It is important that you communicate to your customers and visitors where your access information can be found, whether that is a social media post, newsletter or email update to let customers know.

Ticketing

79% of disabled people have been put off buying gig tickets due to problems booking access (Attitude is Everything State of Access Report 2018).

For premises that operate ticketed events or bookable access arrangements, the booking process should be as straightforward and inclusive as possible.

Access bookings

Have a process in place for pre-booking access requirements. Bookable access facilities could include:

- Accessible seating or viewing
- Personal Assistant (PA)/ Essential companion ticket
- Accessible parking
- Hearing/ induction loop headsets
- Audio Description headsets or tour guide devices
- Sign language interpreter

The management of booking access facilities needs to be based on the provision that you have available and the type of premises that you have.

To manage your access facilities bookings, have a way for visitors to share this with you, this can include:

- On all ticket bookings: a question asking: 'Do you have any disability access requirements?'
- An access request form
- Sharing the Access Lead's contact information on your ticketing and accessibility pages

For internal management of this process, have a system in place to log, check and utilise the requests for on the day activities. This could be as simple as a spreadsheet, or you can adapt your current ticketing tools.

Personal Assistant (PA)/ Essential Companion tickets

As many disabled people require support at events, it is important to provide an additional free ticket for disabled customers to bring an additional person with them

who can provide the support they need. These are often referred to as a Personal Assistant (PA) or Essential Companion.

Evidencing disability

For free or low-cost events, we do **not** recommend asking for proof of disability. Where possible you can allow users to self-certify and have immediate access to the tickets that best suit their needs.

Requesting proof of disability can offer a poor customer experience, especially if customers are not eligible for access schemes but have access requirements. It also adds an additional administrative and GDPR burden for the organisation in managing sensitive documentation.

However, it may be reasonable to ask for evidence if there is a risk that disabled customers will miss out on provisions.

Where you do request evidence, you should provide a list of documents that act as automatic evidence of eligibility. This list would include Nimbus Access Card, Front page of Disability Living Allowance (DLA) / Personal Independence Payment (PIP) (no specific rate required), front page of Attendance Allowance letter (no specific rate required), evidence that registered severely sight impaired (blind), and Recognised Assistance Dog ID card. Customers who do not have those documents should also be able to share information they do have, so a decision can be made on a case-by-case basis.

Remember that not all disabilities are visible and that an individual's access needs may change periodically.

Community Feedback and Engagement

Engaging with feedback, allows you to evaluate the effectiveness of current practices and embrace ideas to enhance the accessibility of your space. Organisations should provide clear, proactive communication that anticipates customer needs and addresses accessibility barriers.

Ways to engage with your disabled community include:

1. Inviting feedback from any disabled customers, workers or community users to help assess how well accessibility arrangements are working.
 - On your accessibility page on your website state: "We welcome feedback from our disabled community, please contact our Access Lead: email address".
2. Including accessibility questions in customer feedback, post-event surveys, or other review processes.
 - Ask "Did you use any of our accessibility facilities (i.e. the accessible toilet etc)? Please share any feedback on the facilities."

3. Engaging with local community groups, disability organisations, or disabled influencers by offering free tickets or opportunities to help you to identify priorities for improvement.

For further guidance on focus groups and community feedback, you can refer to [Citizen's Advice Focus Group Guidance](#) and [Mind's Influence and Participation Toolkit](#).

Section 3: Operations

Access Adjustments for Workers

Under the Equality Act 2010, any business that employs people has a legal responsibility to make [reasonable adjustments](#) for staff members who need them to carry out their role. There are often simple measures that can be taken to improve accessibility for disabled people.

This applies to all workers, including trainees, apprentices, contract workers and business partners. The adjustments should be specific to that individual, supporting their access requirements and reducing any barriers for them to succeed in their role.

Examples of these might include:

- Flexibility around working hours
- Allowing longer breaks
- Providing a chair or stool in a role where someone might usually be standing

Where disabled people need more expensive items, support, or infrastructure, they may qualify for assistance from the government's [Access to Work](#) scheme.

It is important that you work with the employee to agree any reasonable adjustments, without making assumptions of what they may need. To do this, be proactive in asking about reasonable adjustments to all workers, ask:

“Do you require any access adjustments or support to carry out your role?”

For best practice, include this as part of your recruitment and induction processes. If you have performance reviews, then include this question as part of that practice.

Find out more about Inclusive Recruitment: [Accessible Employment Guide - Attitude is Everything](#)

Working with performers, artists and event partners

For premises with performers or scheduled activities, combining lived experience with practical planning helps create proactive arrangements instead of reacting to challenges.

Key considerations include:

- Asking about access requirements early enough to plan appropriately; this reduces the pressure to self-disclose and shows that the venue is proactive with its access practices. Ask in your advancing:
 - “Do you or any of your crew have access requirements which we can support you with?”
- Sharing relevant venue information to ensure visitors are prepared:
 - Such as stage and backstage access, sound, lighting and toilet facilities.
- Agreeing practical adjustments and points of contact in advance for ease of access.
 - Share your Access Lead’s email address.

Embedding these practices ensures that disabled artists are supported, fairly compensated, and able to perform at their best.

For more information about supporting disabled artists, you can use:

- [Musicians’ Union Access Rider](#)
- [Just Ask Guide - Attitude is Everything](#)

Sharing relevant access requirements across your team

Early, clear communication reduces the burden of “disability admin” for disabled people and protects their health and time.

Meet your disabled workers’ needs by ensuring that other relevant staff members have knowledge, understanding and the tools required to create an inclusive environment and meet individual access needs.

Effective sharing of access requirements follows four main steps:

- 1. Discovery**
 - To collect individual access needs as early as possible
- 2. Logistics and communications**
 - To appoint responsible liaisons, securely share information, and implement agreed adjustments
- 3. Resourcing**
 - To assess gaps and allocate budgets
- 4. Evaluation**
 - To review what worked and what could improve.

Welcoming Deaf, disabled and neurodivergent customers

Creating an inclusive environment for disabled customers enables everyone to access and enjoy your offerings with dignity and independence. A positive and

welcoming experience can increase customer satisfaction, trust and confidence in your organisation.

Top tips for communicating with disabled customers are to:

- **Review Attitude is Everything's [Thinking About the Language of Disability](#).**
- **Speak directly to the customer**
 - Always address the disabled person first, not their PA or interpreter.
 - Think of interpreters as an auxiliary aid, their role is to support communication, not replace the individual's voice
 - Focus your attention on the person you're speaking with, unless they tell you otherwise.
- **Ask, don't assume.**
 - Always offer, never impose.
 - Ask: *"Would you like any support?"* rather than stepping in uninvited. For many, independence is empowering, even when it looks like a struggle.
- **Never touch someone's mobility aid without permission.**
 - Never push, move, or lean on a wheelchair, walking stick, white cane, assistance animal, or other mobility aid without permission as it removes control and autonomy.
 - Even well-meaning actions can feel frightening or disempowering.
 - Always ask for permission to touch someone's mobility device.
- **Be aware of what you say to others in earshot (over radio, etc.)**
 - Comments can cause real harm.
 - Phrases may be unintentional, but disabled people often carry feelings of being a burden.
- **Navigate frustration with compassion**
 - Disabled customers often invest significant time, effort, and money to attend events.
 - If barriers arise, frustration is understandable.
 - Resist defensiveness. Instead, listen, empathise, and acknowledge the situation.
 - If you can solve it, do. If not, offer an apology and a pathway for future improvement.

Assistance Animals

Licensed premises in the UK have a legal duty to enable disabled people to be accompanied by their assistance animal where this is necessary for access.

Assistance animals can support people with a wide range of disabilities and health conditions, including visual impairments, hearing loss, limited mobility, epilepsy, diabetes and other conditions.

According to [The Equality and Human Rights Commission's Guidance](#) most assistance dogs are:

- Highly trained
- Likely to sit or lie quietly beside their owner
- Unlikely to wander freely around the premises
- Unlikely to foul in a public place

Premises are required to meet their obligations under the Equality Act by welcoming assistance dogs and supporting their owners. This includes:

- Ensuring all staff and security members are aware that assistance animals are welcomed
- Storing food for the animal in a refrigerator
- Providing a bowl of water
- Asking the owner if there is anything else that would make their visit more comfortable.

While emotional support animals and other forms of assistance animals may not always have the same legal status, it is good practice to consider individual circumstances sensitively and on a case-by-case basis.

If you believe that you are unable to welcome assistance animals, then you will be required to work with a qualified health and safety professional to produce a report.

Welcoming Deaf and hard of hearing customers

Taking steps to improve communication and access can help create a more welcoming and inclusive experience for the Deaf community. This could include:

- Training staff to communicate effectively with Deaf and hard of hearing customers
 - Always speak facing the customer, avoid covering the lips or exaggerating lip patterns
 - Use hand gestures
 - Use pen and paper or your phone to write key information down
- Provide assistive hearing technology such as hearing loops or infrared systems
 - Ensure these are available and well maintained
 - Train your staff in how to turn on and use assistive technology
- Consider creating well-lit areas where BSL users can communicate more easily with one another
 - Ensure staff know where the quieter and brighter areas of the venue are so they can direct customers appropriately.
- Provide British Sign Language (BSL) interpretation and/or captioning for performances.
- Organisations may also offer BSL as a development opportunity for customer-facing staff and keep a record of staff who have BSL skills so that this expertise can be used when needed.

By embedding accessibility into everyday customer service, venues can create a more inclusive environment that enables disabled customers to participate fully and enjoy the same experiences as everyone else.

Staff Briefings and Shift Handovers

Briefings and handovers can help staff feel prepared and confident to respond to access needs, particularly for busy periods or when hosting events.

1. Include accessibility within routine staff briefings:

- All staff should be aware of the venue's accessibility.
- Highlight key communication channels and the person or role leading on access.

2. Additional briefings where needed:

- Where a premises is hosting a larger or more complex event, staff who are supporting access arrangements may need a more detailed briefing.
- Strategically position knowledgeable staff. Ensure those staff can be identified by colleagues and customers where appropriate.

3. Create practical guidance:

- Cover the main accessibility features of the premises including the location of accessible entrances, seating, toilet facilities, emergency procedures, and any quieter areas, and any other accessibility provisions.
- Include guidance on how to support requested access requirements.
- Include any event-specific access provision, such as captioning, audio description, BSL or relaxed performances, where these are being offered.
- Provide detail on how staff can direct customers to access provision, or who the Access Lead is on shift to assist.

4. Prepare for proactive customer service:

- Encourage staff to respond proactively and helpfully to access needs that arise during a shift or event.
- Build a culture of inclusivity and responsiveness, reinforcing the organisation's commitment to accessibility.

Emergency Evacuation

A comprehensive Emergency Evacuation Plan is crucial to ensure the safe evacuation of all customers, staff, and artists, with particular attention to disabled people. Disability is a protected characteristic under the Equality Act; your Emergency Evacuation Plan should anticipate the needs of all disabled people on site. It's essential to consult Health and Safety experts for evacuation planning.

Key considerations include:

- Providing clear information on emergency exits near accessible areas
- Providing both visual and audio alerts for those with sensory impairments

- Training staff to assist disabled people, checking accessible areas (including the accessible toilet) during evacuations, and to identify potential challenges

For larger events, decisions must be made on immediate evacuation versus using refuge points, and whether specialised equipment like evacuation chairs or stair climbers are necessary and sufficient. The plan should also address the evacuation needs of various groups, including wheelchair users, individuals with mobility, visual, hearing, and cognitive impairments.

For individual workers and professionals with access requirements, you are required to create a Personal Emergency Evacuation Plan (PEEP) to ensure a safe and smooth departure during emergency evacuation.

Provide clear communication about the evacuation plan by displaying posters or adding information to your website.

Section 4: Service Delivery and Facilities

Building Accessibility

Step-free access is crucial for wheelchair users and people with other mobility impairments. It is also useful for those with visual impairments and parents with children. In addition, it is practical for staff who need to move equipment into and around the venue.

Step-free access means a route can be used without encountering steps. This may include ramps, lifts, platform lifts, or sloped routes. It does not necessarily mean the route is flat or independently usable by everyone.

For example, “The venue has step-free access via a lift.”

Level access usually means access on the same level, with no steps, ramps, lifts, or significant changes in gradient. It suggests a flat or near-flat route from one area to another.

For example, “There is level access from the box office to the accessible toilet.”

Ensure that you understand the route from the street to key building areas and how you might need to adapt them. Key areas to consider are:

- Arrivals, entrances and exits
- Box Office/ reception
- Route to accessible toilet
- Route to the bar or refreshments
- Route to performance space
- The backstage journey

You may need to consider the following adjustments:

- For kerbs or single steps, you can provide a portable kerb ramp.
- For cobbles, you can provide matting or track-mat.
- For multiple steps, you should consider installing a permanent or semi-permanent ramp.
- Ramps over 3 steps high should have a gradual slope (maximum 1:12/ 4.76°). The width should be at least 1.2m with handrails running from the base.
- For stairways between floors, consider installing a lift.
- External doorways should be at least 775mm wide for existing buildings.
- Internal doorways (without a turn) should be at least 750mm wide for existing buildings.
- Doors should be easy to open independently, left open or automatic.

If you are unable to provide adjustments for your main routes, consider if you can use an alternative entrance.

If you're **unable to provide a step-free route**, alternative route, or have accessibility barriers, communicate this to the public via your accessibility page, on Google, or on social media. To do this:

- Provide clear information about where there are steps, narrow entrances or steep inclines.
- Share the number of steps, if there are handrails and if there is colour contrast.
- Share photos and/ or videos of your entrance.

This enables customers to decide if they can navigate your premises.

Usable and clear routes

Clear, well-maintained routes throughout your premises help people move around independently, safely, and with confidence. Obstructions can create barriers for disabled people, including wheelchair users, people with mobility impairments, and those with visual impairments.

To support independent and easy access around your premises, ensure that routes are free from clutter, furniture, equipment, and other obstacles. Access routes should be regularly reviewed as part of routine building checks to identify and address any barriers that may have developed.

When reviewing routes around your premises, check that:

- Any portable ramps are working correctly, in good condition, and can be deployed when needed.
- Doorways, corridors, and circulation spaces are clear and not blocked by equipment, deliveries, or storage.

- Furniture and seating do not impede movement through the space or reduce available manoeuvring room.
- Floor surfaces are even, well maintained, and free from trip hazards.
- Signage is clear and easy to follow, helping people navigate independently.
- Access routes remain usable during temporary changes, such as maintenance works, events, or office reconfigurations.

Where possible, seek feedback from disabled employees, customers, or visitors on how easy it is to navigate your premises. Their experiences can help identify barriers that may not be apparent during routine inspections and support continuous improvements to accessibility.

Have clear and helpful signage

A sign usually gives information about:

- Direction (showing where to go).
- Location (identifying where you are).
- Safety (giving vital safety information).
- Instructions: A form of action (how to do something).

Signs are most useful to someone who is unfamiliar with their surroundings or needs to know how to do something (such as find a fire exit). It's important that your signage system is clear, concise, consistent and easy to understand.

Planning your signage:

- Consider your audience journey from the point of arrival, including if your venue is step free. If it isn't, think about what physical barriers your customers may need to know about.
- Signpost the nearest toilets and exits.
- Have signage at any points where users might need to make a decision. For example, at a divergent path or food area.

Designing your signs:

- Provide adequate lighting to ensure readability in all conditions, both day and night.
- Signs should be installed at a minimum height of 2100mm from the ground for consistency and visibility.
- Text should have a high colour contrast to its background. For example, a dark text on a plain light background. (You can use a [colour contrast checker](#))
- Text should be easy to read in a sans-serif font. For example, Arial.
- Use symbols, pictograms or icons as well as text. Use standard icons for toilets, water and exits.

For further guidance on accessible signage please refer to:

- [Sign Design Guide 2nd Edition](#)
- [BS-8300- Standards Guide](#)

Toilets

Communicate clearly what toilet facilities are available so that disabled people can plan their visit with dignity and confidence.

For premises with an accessible toilet:

Fittings should be kept in working order and be checked to ensure that they meet [Approved Document Part M guidance](#).

Minimum requirements for accessible toilets:

- **Size and Layout:** Provide a toilet with a minimum 1.5m x 1.5m turning circle and at least one grab rail.
- **Gender-Neutral Access:** Accessible toilets must be available to all genders.
- **Emergency Call Systems:** Accessible toilets should include a reliable emergency call system with audio and visual signals to confirm that help has been called.
- **Door Opening:** Doors should open outwards or be bifold. If a door is required to open inwards, the area near the door needs to be larger to ensure a wheelchair user can still access a 1.5m x 1.5m turning space.
- **Fixtures and Fittings:** Ensure locks, taps, and flush mechanisms are operable with one arm and without handgrip.
 - Locks should be operable with one hand and without tight grasping, pinching, or twisting.
 - The sink should be close to the toilet, and doors should open outwards.
 - The flush mechanism should be on the transfer side of the toilet (away from the wall).
 - The tap should be a lever or automatic.
 - A shelf should be provided in the corner.
 - The bin should not block the transfer space.
 - There should be a full-length mirror which can show the body and face of someone seated and standing.

Staff management and awareness

Toilets should be regularly cleaned, and staff should have awareness of their purpose and the alarm procedure.

If users require a key to access the toilet, then all staff need to be aware of where this is stored. Provide a sign on the door to also state where the key is kept.

If your toilet has a RADAR lock, a key must be provided and offered to disabled people on request. We recommend having more than one key in case the RADAR key gets misplaced. You can purchase a RADAR key from [Disability Rights UK](#).

Premises without an accessible toilet

If your accessible toilet does **not** meet the above specifications, provide a description, measurements and a photo of your general toilet provision as part of your accessibility information so that users can choose if they need to prepare ahead of attending.

Service and Seating

Purchasing refreshments and merchandise is an important part of the customer experience. However high counters, inaccessible queuing systems and a lack of clear information can create access barriers.

To provide an accessible service:

- Ensure any bars and merchandise points are accessible to as many customers as possible by having a lowered counter.
- Ensure any inaccessible queuing system has an accessible alternative.
- Provide clear menus and price lists that are visible on approach (refer to the 'Access Information' section for more information).

Lowered counters ensure wheelchair users and those of short stature can communicate clearly with the staff.

Provide a **lowered counter** with the following specifications:

- Counter is at least 800mm wide (preferably 1.5m)
- With its surface approximately 750mm above floor level
- And a knee recess at least 700mm above floor level
- Clear area in front of counter: 1.2m minimum depth
- Place a sign that is high and visible. The sign should have the wheelchair user icon and text reading 'Accessible Service Point' or similar

For further information, read [Approved Document M: Access to and use of buildings, Vol 2](#).

Where lowered counters **cannot** be provided, a policy should be used and shared with staff as part of their training of how to communicate with customers. This could include:

- Staff moving to the front of the counter and serving people face to face
- Staff providing table service

These policies can be extended to cover food, merchandise and all other bar and trader locations.

Accessible seating layouts

In any seating and eating areas, ensure that wheelchair users, those with mobility aids, and other sensory access requirements can move around the space safely and comfortably. By proactively planning the space, you are enabling disabled people to be independent and have a smooth experience of your space.

Plan for generous space throughout the area to avoid creating bottlenecks. Provide enough turning space for wheelchair users, at least 1.5m x 1.5m. Ensure pathways are at least 825mm wide to allow easy movement.

If you are unable to provide full access to your whole space, ensure that there are designated positions for disabled people to use your service.

Consider offering a variety of seating and table options for a variety of needs. This can include chairs with and without arm rests.

Sensory and Creative Environment

Premises that provide live events and creative offerings need to consider how a variety of disabled people can participate in these experiences.

Sensory environments

An estimated 15% of the UK population is neurodivergent, and many people can be affected by sensory aspects of an environment, including noise levels, lighting, smells, crowding, and visual complexity.

Supporting visitors with **practical resources and sensory adjustments**, can help reduce anxiety and improve comfort. Consider what adjustments are most useful based on the service or events that you provide.

Examples of sensory adjustments include:

- Providing earplugs or ear defenders to help manage noise levels.
- Offering fidget toys, sensory aids, or activity packs.
- Identifying and clearly signposting quieter areas of your space, such as seating away from speakers, entrances, or busy walkways.
- Providing access to a dedicated quiet space where visitors can take a break from sensory stimulation.
- Offering lower-volume, relaxed, or sensory-friendly opening times and sessions.
- Adjusting lighting where possible, such as reducing bright or flashing lights during specific sessions.
- Allowing visitors to opt in and out of activities as needed without drawing attention to them.

Clearly **communicate** your sensory environment to help visitors plan ahead, make informed choices, and feel more confident about accessing your services, events, or premises.

Communicate information about:

- Loud music, announcements, or other high noise levels.
- Flashing, strobe, or rapidly changing lighting.
- Strong smells from food preparation, cleaning products, or other sources.
- Busy periods when spaces may be crowded or noisy.
- Quiet areas or spaces available for people who may need a break from sensory stimulation.
- Any sensory-friendly sessions, adjusted opening times, or alternative ways to access your services.

This information can be shared on your accessibility webpage, booking information, event materials, and social media channels ahead of a visit.

Accessible Performances

If you provide performances or programmed events, accessible provision can increase inclusive participation for a wider range of audiences. A range of assisted performance options should be incorporated, each catering to different access requirements.

- **Captioning:**
 - Target Audience: Deaf or hard of hearing people, neurodivergent individuals.
 - Practice: Provide text versions of audio content, ensuring visibility, readability, and synchronisation with the performance. Use live or pre-made captions as appropriate.
- **British Sign Language (BSL) Interpretation:**
 - Target Audience: Deaf or hard of hearing people.
 - Practice: Employ qualified interpreters to translate spoken content, music and lyrics into British Sign Language. Position interpreters where they are visible to BSL users and communicate the availability of this service in advance.
- **Audio Enhancement:**
 - Target Audience: Deaf or hard of hearing people.
 - Practice: Amplify sound through systems like induction loops, infra-red, or FM systems. Ensure that visitors know how to access and use these technologies.
- **Audio Description:**
 - Target Audience: Blind, partially sighted, neurodivergent people.
 - Practice: Narrate visual elements, including set design, costumes, and action, typically via a headset. Offer pre-show introductions and touch tours to enhance the experience.

- **Relaxed Performances:**
 - Target Audience: Neurodivergent, learning disabled, or disabled people.
 - Practice: Modify the environment to reduce stress. You could adjust sound, lighting, and movement restrictions, and provide quiet spaces and clear information.

Resource List

Introduction

- [Attitude is Everything](#)
- [Live Events Access Charter](#)
- [Attitude is Everything - Training](#)
- [Attitude is Everything - Consultancy](#)
- [Attitude is Everything - Resources](#)

Section 1: Impact

- [Attitude is Everything Training Offer](#)
- Access Policy TEMPLATE - Camden Accessibility Pledge .docx

Section 2: Customer Information and Communication

- [Thinking about the language of disability - Attitude is Everything](#)
- [Access Starts Online](#)
- Small Premises Access Information Guide.docx
- [Standards - UK Association for Accessible formats \(ukaaf.org\)](#)
- [Citizen's Advice Focus Group Guidance](#)
- [Mind's Influence and Participation Toolkit](#)

Section 3: Operations

- [Reasonable adjustments for disabled workers](#)
- [Access to Work](#)
- [Accessible Employment Guide - Attitude is Everything](#)
- [Musicians' Union Access Rider](#)
- [Just Ask Guide - Attitude is Everything](#)
- [The Equality and Human Rights Commission's Guidance](#)

Section 4: Service Delivery and Facilities

- [Colour contrast checker](#)
- [Sign Design Guide 2nd Edition](#)
- [BS-8300- Standards Guide](#)
- [Approved Document M: Access to and use of buildings, Vol 2](#)
- [Disability Rights UK](#)

